

NOTICE

There is a job vacancy with the **BAY COUNTY INFORMATION SYSTEMS DIVISION.**

JOB TITLE: **Hardware and Software Computer Technician**

RATE OF PAY: **\$16.94 per hour, progressing to
\$20.18 per hour after two years (TU09)**

In accordance with the Agreement between the County and Local 15157, United Steelworkers of America, qualified County employee applicants may first be considered.

GENERAL SUMMARY:

Assists in the operation, maintenance and coordination of the County's iSeries, personal computers, networks, software and related peripheral equipment. Performs technical and service-call logging for incident tracking; assists with daily backups of iSeries/servers, and monitors reports on status of backups. Assists, when requested, to conduct hardware software equipment inventory. This position is under the direction of the Senior Technical Services Coordinator in the Information Systems Division. The position requires excellent customer service, written and oral communications skills and the ability to resolve technical issues.

TYPICAL DUTIES:

1. Maintains and installs Personal Computers and servers within the Bay County network.
2. Knowledge of desktop software is highly desirable with specific applications with regards to Microsoft Office suite of products as well as WordPerfect and Access.
3. Performs trouble-shooting and repair of PC and LAN systems and related equipment.
4. Maintains technical and service call-logs for incident tracking on the County's Help Desk software.
5. Maintains inventory of hardware assets, software licenses and computer supplies.
6. General knowledge of network routers and other peripheral devices.
7. Requires on-call availability that are shared with the entire Technical Operations staff.
8. Ideal candidate will possess the following: A+ certified, MCP highly desirable, scripting language (Powershell, VBScript) and experience with MSI file creation/editing. Basic experience of Active Directory is a required attribute.
9. Ability to design and deliver training classes with regards to desktop software and other software applications utilized at Bay County.
10. When assigned to the help desk, performs technical and service-call logging for incident tracking, and assists users in problem resolution and follow through with appropriate resolution documentation.
11. Assists with web development, facebook, etc.
11. All other duties as assigned.

The above statements are intended to describe the general nature of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

QUALIFICATIONS: Requirements: Two to three years of full-time, progressively more responsible experience in P.C. hardware and software troubleshooting (including LANs) is required. Two to three years of experience must include substantial experience in interfacing between technical staff and customer. (Note: Associate's degree with a concentration in computer science, data processing or related field is desired, but not required.) Ability to perform duties listed under General Summary and Typical Duties. Applicants may be required to take written and/or other examinations.

PHYSICAL: This position involves sitting most of the time and/or being mobile or standing for brief periods of time. Additional requirements include the ability to move objects according to the following weight & frequency: Generally, 10 pounds of force up to 1/3 of the time. Must be able to provide valid operator's license.

Deadline to apply is **4:00 p.m. Friday, December 17, 2010.**

Applications are available as follows:

Online: www.baycounty-mi.gov

In person: Bay County Personnel Department
515 Center Avenue
Bay City, MI 48708

AN EQUAL OPPORTUNITY EMPLOYER

BAY COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF HANDICAPPED STATUS IN ADMISSION OR ACCESS TO, OR TREATMENT OR EMPLOYMENT IN ITS PROGRAMS AND ACTIVITIES.